



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PHARMACY TECHNICIAN

Class No. 004260

■ CLASSIFICATION PURPOSE

Under the direct supervision of a pharmacist, pharmacy technicians perform packaging, manipulative, repetitive, or other non-discretionary tasks related to the processing of a prescription in a licensed pharmacy, and assist in the performance of pharmacy related duties; and perform related work.

■ DISTINGUISHING CHARACTERISTICS

This classification requires registration as a Pharmacy Technician by the California State Board of Pharmacy. Positions in this class work under the direct supervision of a licensed pharmacist, and are allocated to the Health and Human Services Agency and Sheriff's Department. This class excludes all functions restricted to the next higher class, Pharmacist, in that a registered pharmacist is a first line supervisor responsible for providing professional pharmaceutical services.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Participates in the triage of medication transport from the pharmacy to nursing units, clinics, and all other sites, as directed by the Chief Pharmacist or the supervising pharmacist and returns them to the pharmacy.
2. Fills inpatient medication cassettes accurately and efficiently and prepares prescriptions for outpatients.
3. Verifies that the correct client (patient) receives correct prescription(s) at point of medication delivery.
4. Assists the pharmacists in preparing and labeling prescriptions and supplies for distribution.
5. Prepares bulk medications.
6. Packages and prepares drugs being used in clinical investigations.
7. Compounds ointments, creams, oral solutions, and other medications in a manner consistent with quality manufacturing practices.
8. Checks continuous unit dose medications.
9. Controls and audits narcotics and other floor stock when assigned.
10. Participates proactively in the annual pharmacy inventory process.
11. Prepares inventories, orders drugs and supplies from appropriate sources, receives drugs and stocks shelves in various pharmacy locations.
12. Assists pharmacist in entering medication orders into the computer system in accordance with all applicable laws, rules, and regulations as directed by a supervising pharmacist.
13. Obtains all required patient information, including allergies, from the patient and completes all computer data fields when entering prescriptions.
14. Notifies the pharmacist of any duplicate drug entries, too frequent refills, allergy warning statements or special patient needs during the prescription order entry process.
15. Performs monthly nursing unit inspections, maintains records as required, and collects quality-assurance data.

16. Assists in training new employees as directed by and consistent with the direction of a supervising pharmacist.
17. Assists other pharmacy technicians in a cooperative, goal-oriented manner consistent with providing superior client (patient) service.
18. Coordinates insurance billing including third party prescription payment reconciliation.
19. Communicates with insurance carriers to obtain payment for prescription claims.
20. Triage telephone/window inquiries, including the recorded refill telephone line.
21. Screens telephone calls promptly and with courtesy.
22. Helps patients who are dropping off or picking up prescription orders promptly, with courtesy and compassion.
23. Communicates with prescribers and their agents to obtain refill authorization in a manner consistent with all applicable laws, rules and regulations.
24. Creates a profile of the patient's health and insurance information in the computer and updates the patient's profile on a continuous basis.
25. Considers departmental and client (patient) needs in scheduling time off to maintain workflow consistent with the highest level of client (patient) care.
26. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Pharmaceutical and medical terms, abbreviations and symbols commonly used in prescribing, and dispensing medications.
- Metric doses and approximate apothecary equivalents, both weight and liquid measures.
- Drugs, drug dosages and potency, routes of administration and storage requirements.
- Procedures and techniques involved in prescription and drug dispensing.
- Compounding procedures.
- Generic and proprietary names of pharmaceutical products.
- Record keeping requirements for pharmacies, including inventory control procedures.
- Intravenous preparation techniques.
- Standards and ethics, laws and regulations governing pharmacy practices and operations in the State of California.
- Hospital, retail, and alternate site pharmaceutical practice settings.
- Basic computer programs.
- Basic mathematical calculations.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

Skills and Abilities to:

- Perform calculations required for common dosage determinations, employing both metric and apothecary systems.
- Perform procedures and techniques related to the manufacturing, packaging and labeling of drug products.
- Perform the manipulative and record keeping functions involved in and related to dispensing prescriptions.
- Utilize computer applications to enter and retrieve information.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations, which require a high degree of sensitivity, tact and diplomacy.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Registration as a pharmacy technician in the State of California; AND,

2. One (1) year of experience performing the duties of a pharmacy technician in an inpatient hospital, correctional facility, community center, outpatient pharmacy or retail pharmacy.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Constant: walking and standing, simple and power grasping, and repetitive use of both hands. Frequent: bending and fine manipulation of both hands. Occasional: sitting, waist bending, squatting, climbing neck and waist twisting, hand pushing and pulling, reaching above and below shoulder level. Must be able to lift and carry up to 25 lbs.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

Possession of a valid Certificate of Registration as a Pharmacy Technician issued by the State Board of Pharmacy set forth in Section 4115 and 4202 of the Business and Professions Code.

Working Conditions

May be subjected to patients with communicable diseases and persons that may be potentially hostile or violent. May work with biohazards (i.e., medications and pharmaceutical sharps) and may be exposed to chemicals.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

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